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Application Serial No. 09/382,141

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ferguson et al.  
Title: SYSTEM AND METHOD OF  
DETERMINING A  
KNOWLEDGE  
MANAGEMENT SOLUTION  
Application No.: 09/382,141  
Filing Date: 08/24/1999  
Examiner: Colon, Catherine M.  
Art Unit: 3623  
Atty. Dkt. No. 26167-616

<b>CERTIFICATE OF EXPRESS MAILING</b>	
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 (Signature)	

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Commissioner for Patents  
P.O. Box 1450  
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✓ **REPLY AND AMENDMENT**

This communication is responsive to the non-final Office Action dated January 14, 2003, concerning the above-referenced application.

The amendments presented below are in compliance with the revised amendment format permitted in the Notice from the Office of Patent Legal Administration of the U.S. Patent and Trademark Office dated February 10, 2003. Thus, the provisions of 37 C.F.R. § 1.121(a), (b), (c) and (d) are waived for amendments made in this application to the claims, specification, and drawings.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

✓ Remarks begin on page 12 of this paper.

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